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We-planning: participatory process to develop a digital platform for a collaborative governance of city services

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**INTERNATIONAL JOURNAL OF E-PLANNING RESEARCH**  
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<b>Title</b> (paper)	We-planning: participatory process to develop a digital platform for a collaborative governance of city services
<b>Select the theme of the conference (x)</b>	<input type="checkbox"/> Theme 1: The Governance and Planning of Smart Cities <input type="checkbox"/> Theme 2: Citizens e-Participation & Community Engagement <input checked="" type="checkbox"/> Theme 3: Collaborative Urban Planning <input type="checkbox"/> Theme 4: The inter-relatedness of real and virtual in Urban e-Planning
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<b>Abstract</b> (summarize the problem and objective of your paper and refer the method, results, conclusions, future	Public administration, civil society organizations and private sector are strictly interconnected in re-thinking the management of city services and urban transformations toward new form of integration between top-down programmes and bottom up initiatives. The current web applications are not meant to coordinate heterogeneous stakeholders, their agendas and plans impacting over the public sphere, because usually address one specific task related to the management of the city such as issues reporting, online

research directions, etc.; length: 200-250 words)	<p>voting, and community services. Designing a digital platform to support the implicit and explicit continuative collaboration among city players involves the challenge to define a shared framework for all of them, representing the real context of their actions: geolocalised evolving multiple social networks, formal and informal relations protocols, roles and competences, and competing objectives to be mediated. The approach followed to model this kind of framework has been based on a participatory methodology structured in three cycles involving contextual enquiries, processes analysis, co-design activities, software development and testing in operational environments within local projects and initiatives at neighborhoods and urban level. The first cycle led to the outline of the platform intended as contents structure, interfaces, and user basic interactions. In the second cycle, urban dynamics have been defined through use patterns and functionalities in several multi-actors' collaborative scenarios. The third cycle, currently on-going, is oriented to introduce procedural changes in communication and co-management practices refactoring local processes. Starting from the existing functioning advanced prototype, FirstLife, the future research will continue to build a collaborative planning support system enabling distributed decision making processes, the coordination of independent planning activities regarding physical transformations and social regenerations, and monitoring of the implementation of shared actions.</p>
<b>Key-words</b> (4 – 5 words)	Civic social network, modular platform, collaborative planning, We-government
<b>Author' biographic note</b> (approx. 100 words)	<p>LUCIA LUPI has a master degree in Architecture received at the Sapienza, University of Rome, and work experience in the field of international cooperation. She is currently enrolled in the PhD programme in Urban and Regional Development at the Politecnico of Turin. From 2015 she works at the Department of Computer Science, designing and managing the participatory process with partners and project stakeholders for the co-design of FirstLife. Her research interests are cooperation practices, city regeneration, civic technologies, engagement methodologies, governance models, and planning support systems.</p> <p>ALESSIO ANTONINI, Post Doc researcher, holds a PhD in Computer Science about software engineering and web technologies for civic media. His main fields of research are data visualisation and knowledge management systems from social knowledge. He is the Project Manager and Development coordinator of the civic social network FirstLife, and the technical coordinator of the European Project WeGovNow.</p> <p>GUIDO BOELLA, Full Professor at the Computer Science Department, University of Torino. He is the Scientific Coordinator of the EUCases FP7 SME-DCA Project, Vice Coordinator of the Erasmus+ joint international doctorate in Law, Science, and Technology and referent in WeGovNow! (H2020) and Co-CITY project (UIA). His main fields of research are Artificial Legal Informatics, Social Computing and Geo-informatics. He is the scientific coordinator of the FirstLife and Co-Founder of the spinoff Nomotika.</p> <p>CLAUDIO SCHIFANELLA, PhD in 2008, currently researcher at the University</p>

	of Turin, Department of Computer Science. His main research interests are related to Bid Data and Social media analysis, and unsupervised data mining on multidimensional data. He is the back-end developer of the FirstLife team, and his activity is mainly focused on data representation, indexing, and query framework.
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